



Civil Service Commission

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session. Those who wish to speak on any matter on the agenda are asked to complete a "Speaker Information" card (available at the meeting) and relay it to the staff before leaving the meeting.

Staff reports are available for review at the Human Resources office, Civic Center Main Library and the City Clerk's Office. Direct any other questions or concerns to the Civil Service Manager, Laura Lohnes at 310.618.2967. Agendas are posted on the City of Torrance Home Page www.TorranceCA.Gov

In compliance with the Americans with Disabilities Act, if special assistance is needed to participate in this meeting, please call 310.618.2967. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR 35.102-104 ADA Title II]

HOURS OF OPERATION

**Monday through Friday from
7:30 a.m. to 5:30 p.m.**

**Offices are closed alternate
Fridays.**

CIVIL SERVICE COMMISSION

**CITY COUNCIL CHAMBERS – CITY HALL
3031 TORRANCE BOULEVARD
TORRANCE, CALIFORNIA 90503**

**MONDAY, NOVEMBER 14, 2011
6:00 P.M.**

A G E N D A

CALL TO ORDER

ROLL CALL/ MOTIONS FOR EXCUSED ABSENCE

FLAG SALUTE

REPORT FROM STAFF ON POSTING OF AGENDA

ORAL COMMUNICATIONS #1 (Limited to a 30 minute period)

Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

1. Approval of minutes: October 10, 2011 (*Minutes provided to Commission members only, copies available in the Personnel Building*)
2. Ordering of Examination: Custodian
3. Ordering of Examination: Administrative Analyst
4. Ordering of Examination: Bus Operator

ADMINISTRATIVE MATTERS

5. Approval of New Class Specification: Transit Mechanic
6. Appeal by Candy Higgins-Di Meo of the eligibility list for the position of Youth Services Librarian
7. Appeal by Wesley Hardaway of the removal of his name from the Police Officer Recruit Eligible List. Consideration of employment matters may be conducted in a closed session per California Government Code 54957.

ORAL COMMUNICATIONS #2

Comments on this portion of the agenda are limited to items not on the agenda and to no longer than three (3) minutes per speaker. Under the provisions of the Brown Act, the Commission is prohibited from taking action or engaging in discussion on any item not appearing on the posted agenda.

ADJOURNMENT

ROLL CALL: Daniel, Dean, Doty, Skoll, Wood, Wright, Stadler

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October 10, 2011

**MINUTES OF A MEETING OF THE
TORRANCE CIVIL SERVICE COMMISSION**

CALL TO ORDER

The Torrance Civil Service Commission convened in a regular session at 6:00 p.m. on Monday, October 10, 2011, in the City Council Chambers at Torrance City Hall.

ROLL CALL

Present: Commissioners Daniel, Doty, Skoll, Wood, Wright and Chairperson Stadler

Absent: Commissioner Dean

Also Present: Civil Service Manager Lohnes,
Human Resources Analyst Flores

MOTION: Commissioner Skoll moved to approve the excused absence of Commissioner Dean; motion was seconded by Commissioner Doty. The motion passed by a roll call vote. (Absent Commissioner Dean)

FLAG SALUTE

The pledge of Allegiance was led by Commissioner Skoll.

REPORT FROM STAFF ON POSTING OF AGENDA

Civil Service Manager Lohnes stated that the agenda was posted on the Public Notice Board on October 6, 2011 at 7:50 a.m.

ORAL COMMUNICATIONS #1

None

**1. Ordering of Examination: Claims Technician
Approved**

MOTION: Commissioner Wood moved to approve Item 1; motion was seconded by Commissioner Wright. The motion passed by a roll call vote. (Absent Commissioner Dean)

ORAL COMMUNICATIONS #2

Civil Service Manager Lohnes, in a response to an inquiry from Commissioner Wright on the re-administration process for the position of Senior Administrative Assistant oral interview stated that:

- 2 people did not choose to retake the test (the one who scored the highest on the eligibility list and the one who scored the lowest.)
- All 12 people who took the test passed.
- The person who was second on the list is now first
- The top three on the previous eligibility list changed: from 3rd position to 9, 4 position dropped to 7, but the score improved
- The test results were all very close and if the scores had been rounded, there would have been 3 - three way ties.
- The spread from 2nd to 9th position was 4 points.

- Those that failed the first test did very well on the second test.
- The protest period would remain open until October 17.

Civil Service Manager Lohnes reported on bill AB646, which was signed by the governor. She stated that the bill required that the local agency and the employee group, if unable to resolve their dispute through mediation, go to fact finding. She added that only the employee group could request the fact finding, which could be a flaw in the bill. She noted that she had copies of the bill available if anyone wished to see them, as the bill would impact the City's impasse procedure.

Commissioner Wood noted that Human Resources had been able to schedule and complete the re-administration of the oral interviews for the Senior Administrative Assistant with one panel in one day. She thanked them for their diligence.

ADJOURNMENT

At 6:05p.m., there being no further business, Chairperson Stadler adjourned the meeting to October 24, 2011 at 6:00 p.m.

October 27, 2011

Commission Meeting
November 14, 2011

Honorable Chairman and Members
Of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION – CUSTODIAN

SALARY: \$15.33 to \$18.62

BASIS: Open is recommended. All previous examinations have been open. Due to the large number of applications expected, staff requests that the number of applications accepted is limited to the two hundred (200) applicants.

EXAMINATION PARTS/WEIGHTS:

Written/50%, Oral/50%, and Physical Strength and Agility/Qualifying are recommended. The written test includes questions about methods, equipment and supplies used in cleaning and caring for surfaces found within buildings, reading labels, and completing work forms and log entries. The oral interview will focus on communication and interpersonal skills. The physical strength/agility component will ensure that candidates are able to perform the full range of duties required for the job. The exam weights are the same as the previous exam.

EXAMINATION SCOPE:

Please refer to Knowledge and Abilities listed in the Minimum Qualifications section of attached Job Specification.

REASON FOR EXAMINATION:

Current vacancies – need to establish an eligibility list.

Respectfully submitted,



Melody P. Lawrence
Human Resources Manager

CONCUR:



Laura Lohnes
Civil Service Manager

ATTACHMENT

CUSTODIAN

DEFINITION

Under supervision, performs routine cleaning duties, maintaining City buildings in a clean, orderly and secure condition and does related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Senior Custodian in that an incumbent does not have supervisory responsibility over subordinates.

EXAMPLES OF DUTIES

- Sweeps, mops, waxes, scrubs, strips and refinishes asphalt, vinyl, terrazzo, cork, wood, or cement flooring;
- Uses established methods and materials in the care of all surfaces including carpets;
- Operates various types of powered floor maintenance equipment;
- Makes minor adjustments or repairs to equipment and furniture;
- Washes windows and walls; dusts furniture, woodwork, and fixtures;
- Cleans lavatory fixtures; cleans offices including blinds;
- Replaces lights as necessary;
- Empties and cleans wastebaskets and trash containers;
- Moves or sets up furniture, files and other office equipment;
- Launders rags and dust mops, etc.;
- Raises and lowers flags on City buildings;
- Maintains security and keeps City buildings locked during non-working hours.

MINIMUM QUALIFICATIONS

Knowledge of

The methods, equipment and supplies used in the cleaning of buildings;
Proper procedures in lifting or moving heavy objects;
Hazards and safety precautions related to custodial work.

Ability to

Clean and care for surfaces of building walls, floors, and installed equipment of many types;
Understand and follow oral and written directions;
Follow label directions on cleaning products in order to use properly and safely;
Perform daily assigned tasks independently without close supervision and in outstation locations;
Make minor adjustments and repairs to furniture, and equipment;
Develop and maintain cooperative working relationships with those contacted in the course of work;
Operate and maintain a variety of custodial equipment.

LICENSE REQUIRED

A valid Class C California Driver's License.

EXPERIENCE

None; however, prior experience is preferred.

EDUCATION

That necessary for reading and independently following directions for the safe use and maximum utility of a wide variety of cleaning materials and equipment.

November 3, 2011

Commission Meeting
November 14, 2011

Honorable Chairman and Members
of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION – ADMINISTRATIVE ANALYST

SALARY: \$24.69 - \$39.76 per hour.

BASIS: Open is recommended. Previous examinations were conducted on an open basis.

EXAMINATION PARTS/WEIGHTS:

Written (weighted 60%) – Oral (weighted 40%) is recommended. The written test will include a writing exercise and a multiple-choice test which will assess writing skills as well as the candidates' organizational skills and analytical and decision-making abilities. The oral interview will assess professional preparation, decision-making, interpersonal and communication skills. Previous examinations (2008, 2006, 2004, 2001 and 1999) were weighted the same.

EXAMINATION SCOPE:

Please refer to Knowledge and Abilities listed in the Minimum Qualification Guidelines section of attached Job Specification.

REASON FOR EXAMINATION:

Vacancy – need to establish eligibility list.

Respectfully submitted,



Samantha Elmer
Senior Human Resources Analyst



Melody Lawrence
Human Resources Manager

CONCUR:



Laura Lohnes
Civil Service Manager

Attachment

ADMINISTRATIVE ANALYST

Definition:

Under direction provides staff assistance of a generalized and/or specialized nature to City Manager, Department Director, Department Manager and/or City boards or commissions. Performs assignments ranging from routine administrative to more complex and varied professional, confidential and/or specialized nature. Supports management/supervisory staff with problem resolution, research and data compilation and report preparation; performs related duties as required.

Distinguishing Characteristics:

Assignments entail various areas of day to day business operations within a specific department or defined areas of operation or specialty. Work requires the ability to identify and initiate steps to secure required information and to make independent decisions within a limited scope for assigned projects or delegated areas of responsibility. Work is performed under general direction. As experience accrues, more complex work assignments require a higher degree of initiative, the ability to make independent and sound decisions and performance with greater autonomy requiring minimal instruction or assistance. Progression from the entry, mid/journey and senior levels of the class is contingent upon the ongoing acquisition and demonstration of core competencies associated with the successively higher performance expectations.

Entry Level. Performs the basic duties of the class. Typically handles more routine departmental or division administrative and analytical work that requires a minimum of previous administrative or analytical experience. Assignments are made under immediate supervision and work is reviewed to ensure compliance with instructions.

Journey/Intermediate Level. Distinguished from entry level by the increased complexity of assignments, broader range of duties, and greater independence with which employee is expected to operate. Requires prior professional level administrative, business and analytical experience. Works under limited supervision with greater flexibility in achieving specified objectives. Work review is occasional in progress and upon completion.

Senior Level. Distinguished from the Entry and Journey/Intermediate levels by the greater complexity and responsibility of the assignments received and the increased independence with which the employee is expected to operate. Incumbent is expected to exercise significantly more independent judgment and decision making. Requires substantial knowledge of and interface within a specific area of operation or specialty and prior experience in municipal government. Work is performed with periodic to minimal supervision.

Supervision Exercised/Received:

Receives direction from City Manager, Department Head or Division Manager.

Examples of Essential Duties

The following duties represent the principal job duties ranging from the entry to senior level of the class; however, they may not be present in all areas of assigned operation or specialty, nor are they all-inclusive. When a position is to be filled, the essential functions will be noted in the announcement of position availability.

- Provides staff assistance of a generalized nature as well as in areas of specialty such as finance, engineering, transportation, public services, and grants management.

- Researches and provides administrative solutions requiring knowledge of records management, forms control, systems and procedures analysis and statistical analysis
 - Conducts studies and surveys, and produces reports, written and oral, recommending appropriate courses of action.
 - Prepares written correspondence, agenda items, documents and presentation material.
 - Acts as resource to public, City departments and other organizations for inquiries, complaints, or dissemination of general information including public presentations; requires effective written and oral communications, judgment and tact and a broad understanding of City policy and procedures and/or area of specialty.
 - Interprets and applies rules, regulations, and policies; monitors and keeps abreast with current developments or proposed changes, legally and internally.
 - Coordinates various programs and projects, overseeing, implementation and administration, which may include budget preparation and tracking, expenditure control, internal training/communication, and public relations.
 - Assists with Departmental day to day operations such as RFP's, contract administration, grant preparation, and personnel related matters.
-

Examples of Other Duties:

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties.

- Researches and locates appropriate vendor contacts.
 - Manages petty cash.
 - Processes purchase requisitions.
 - Reviews and processes expense reports.
 - Coordinates recruitment and temporary staffing requirements with Human Resources Division/Civil Service.
-

Minimum Qualification Guidelines

Knowledge of:

- Principles and practices of public and/or business administration.
- Principles and practices of office management, modern office equipment and software applications.
- Organizational effectiveness theory and practices, including general, procedural and statistical analysis.
- Research methodologies & resources, including Internet and report writing.
- Professional public relations skills, principles and practices, including both written and oral presentation.
- Principles and practices of budget preparation.
- Applicable local, State and Federal laws and regulations.
- General customer service techniques.

Ability to:

- Prepare and organize data for professional reports and/or presentations using various research resources and modern software applications including word processing, spreadsheet, presentation, and database.
- Conduct data collection, and analysis.
- Compute, interpret and compile statistics.
- Research, interpret, and apply policy and procedure, City ordinances, administrative rules and regulations, and/or legal compliance requirement.

- Apply functional reasoning, rational judgment and creativity to resolve problems and accomplish diversified work assignments.
 - Communicate effectively orally and in writing, including clear and convincing oral presentations.
 - Establish and maintain effective working relationships with others and exercise tact and diplomacy.
 - Plan, organize and direct programs or projects.
 - Adapt to shifting priorities.
 - Maintain confidentiality and exercise sound judgment.
 - Meet deadlines.
-

License or Certificate:

None required

Education and Experience:

Any combination of education and experience that provides the required knowledge and skills would be acceptable. A typical way to obtain the knowledge, skills and abilities would be:

A Bachelor's Degree from a college or university in Public Administration, Business Administration, or a related field and at least one-year of related professional experience or 2 years of related college course work and 4 years of progressively responsible administrative or analytical experience.

Special Requirements:

Performance of the essential duties of this position includes the following physical demands and/or working conditions.

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area to another; requires sufficient hand/eye coordination to perform repetitive movements, such as typing, filing, and the use of commonly used office machines and supplies; may involve extensive VDT exposure. Tasks require visual perception and discrimination as well as oral communication ability.

November 8, 2011

Commission Meeting
November 14, 2011

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, California

Honorable Members:

SUBJECT: ORDERING OF EXAMINATION – BUS OPERATOR

SALARY: \$18.94 to 23.05 per hour

BASIS: Promotional - continuous is recommended to allow staff to conduct examinations as candidates become eligible and vacancies occur. Staff recommends a three month eligible list. Prior examinations have been given on an Open basis; however, there are sufficient internal candidates to conduct the recruitment on a promotional basis.

EXAMINATION PARTS/WEIGHTS:

Oral 100% is recommended. The oral interview will evaluate prior related experience, such as bus driving and/or customer-service jobs, work attitudes, awareness of safety procedures, interpersonal skills, and ability to communicate orally. Candidates are anticipated to be current Relief Bus Operators who have been working for the Transit Department for a minimum of one year and currently performing similar duties.

REASON FOR EXAMINATION:

Current vacancies – need to establish an eligibility list.

Respectfully submitted,



Melody Lawrence
Human Resources Manager

Concur:



Laura Lohnes
Civil Service Manager

Attachment

BUS OPERATOR

DEFINITION

Under general supervision, safely operates a motor coach on assigned route and schedule; collects and accounts for fares; performs daily bus safety inspection; greets and provides direction and other information to customers; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from Lead Bus Operators in that the incumbent regularly drives buses over assigned routes and distinguished from Relief Bus operator in that this is a full-time position with a minimum of one year of experience in the operation of a bus, and possession of all required credentials. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

SUPERVISION EXERCISED/RECEIVED

Supervision is received from the Transit Operations Supervisor, Senior Business Manager, or Transit Operations Manager. Bus Operators may receive work technical direction from a Lead Bus Operator.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties however; they are not all-inclusive.

- Performs a complete pre-trip inspection of bus, safety checks equipment, and informs dispatch when adjustments or repairs are necessary, in accordance with Department of Motor Vehicle regulations.
- Collects and counts fares, issues transfer tickets, and transports passengers on public transit buses
- Maintains schedule adherence for pull-out time and en-route service
- Drives with due regard to safety and comfort of passengers
- Provides schedule, route, and fare information to passengers seeking assistance concerning the Torrance Transit System and connecting lines in the Los Angeles Metropolitan area; notifies Dispatch to obtain additional information as needed.
- Operates wheelchair lift and assists disabled passengers in boarding, securing, riding, and alighting in a safe manner
- Receives and transmits two-way radio messages involving accidents, incidents, emergencies, criminal activities, or other authorized Agency business utilizing judgment and discretion to ensure patron and individual safety.
- Reports hazardous or dangerous conditions along bus route and at passenger loading zones, including such hazards as unusual traffic, road conditions, obstructions, construction, and criminal activity
- Writes reports and completes forms as required, may prepare detailed written reports concerning accidents, incidents, breakdowns, and mechanical defects.

- Adheres to safety rules, regulations, policies, and procedures to ensure the well being of Torrance Transit customers and employees
- Responsible for complying with all City and departmental work rules, policies, and procedures

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- May instruct new operators learning specific bus line routes
- Performs other related duties

MINIMUM QUALIFICATION GUIDELINES

Knowledge of:

- Safety principles and regulations applicable to bus operations including the California Vehicle Code and neighboring cities' traffic regulations.
- Customer service practices including courtesy to passengers, sensitivity to passengers with disabilities, stop announcements, responding to questions and providing information and direction to customers
- Proper bus safety and maintenance inspections procedures.
- Two-way radio procedures and codes.

Ability to:

- Operate a passenger bus safely and effectively in accordance with the California Vehicle Code and local traffic regulations.
- Read maps.
- Arrive on-time and work independently with minimal supervision.
- Communicate politely and cooperatively with passengers and members of the public.
- Exercise tact and sound judgment when resolving operational and passenger problems.
- Establish and maintain effective working relationships with co-workers, other City employees, and employees of other transit agencies.
- Exercise sound judgment in stressful situations
- Understand and follow detailed oral and written instructions
- Interpret and successfully maneuver traffic pattern flows and potential road hazards
- Inspect a bus for safe operation.
- Identify and report equipment malfunctions and safety hazards.
- Collect and count fares, issue transfer tickets and transport passengers on public transit buses
- Speak, read, and write basic English
- Operate a two-way radio.
- Maintain basic records, complete reports and perform basic arithmetic computations.
- Adhere to all City and departmental rules, policies and procedures.

LICENSE OR CERTIFICATE:

Possess and maintain a current California Class A or B Drivers License with a P endorsement and air brakes. Current VTT (Verification of Transit Training), SPAB card (School Pupil Activity Bus Certificate), or School Bus Driver's Certificate is desirable.

A current DMV H-6 record showing a ten-year driving history and no points within the last three (3) years is required at time of application.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Minimum one year driving as Class A or B, with Passenger endorsement or successful completion of 12 months of service as a Relief Bus Operator for the City of Torrance; and, a satisfactory driving record for the past three years.

SPECIAL REQUIREMENTS

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Work is performed sometimes indoors but regularly outside in seasonal climate and weather conditions. Driving for prolonged period of time with limited rest breaks. Heavy city traffic conditions are encountered on a daily basis. Follows a schedule to leave and pick up passengers. Noise from traffic and a two-way radio, slippery surfaces and dust are situations regularly encountered. Position requires availability to work shift, weekend, evenings, holidays, on-call and overtime. Physical demands include driving, walking, constant arm movements and sitting for long periods of time.

These positions are considered safety sensitive and subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations.

Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

CAREER LADDER INFORMATION

Experience gained in this classification may serve to meet the minimum requirements for promotion to Transit Dispatcher.

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

Subject: Approval of the New Class Specification for Transit Mechanic

RECOMMENDATION

The Human Resources Manager recommends that your Honorable Body approve the proposed class specification for Transit Mechanic and forward it to the City Council for adoption.

BACKGROUND

As part of the budget adopted by the City Council for FY 2011-12, two Mechanic level positions were added to the Transit Department budget. At the request of the Transit Director, the Transit Mechanic classification was developed. These positions were created to provide additional staffing for the diagnosis, maintenance and repair of Transit vehicles in support an expansion of service. In addition, this level in the Mechanic series in the Transit Department creates career advancement opportunities.

The proposed class specification for Transit Mechanic (Attachment) is submitted for your review and approval.

ANALYSIS

The primary duties of the classification include performing skilled journey level mechanical work in the diagnosis, maintenance and repair of Transit vehicles and assisting other mechanics in more complex assignments.

Primary Examples of Duties include:

- Diagnoses problems and determines the extent of repairs or adjustments needed for the Transit fleet vehicles.
- Inspects, diagnoses, repairs and overhauls and replaces systems and components including but not limited to: brakes, transmissions, engines, air conditioning, exhaust systems, electrical systems, diesel, gasoline, CNG, propane, hybrid and other alternative fuel systems, emissions, automotive and truck hydraulic systems, and related computer-controlled components.
- Responds to in-service road failures, road calls and performs on-site diagnostics and repairs Transit vehicles and equipment.
- Assists higher level mechanics with more complex repairs.
- Keeps current with new technology including participating in various training.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Knowledge and abilities statements listed below reflect the requirements of the classification such as:

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in the maintenance and repair of transit vehicles and all their major systems including diesel, gasoline or alternative

fuels engines, electrical systems, fueling systems and other systems found in transit and other vehicles.

- Overhaul procedures related to transmissions, brakes and rear axles;
- Techniques and procedures of mechanical tune-up, emission control devices, general repair and maintenance practices;

Ability to:

- Troubleshoot, maintain and repair all vehicle and equipment systems including but not limited to mechanical, electrical, hydraulic and pneumatic components;
- Use computer aided diagnostic equipment requiring the use of some independent judgment to diagnose and determine cause of mechanical problems;
- Read and interpret diagnostic codes, maintenance manuals, electrical diagrams, vehicle Learn other bus propulsion systems such as compressed natural gas engines (CNG) and Hybrid high voltage systems.
- diesel and alternative fuel powered vehicles and equipment;

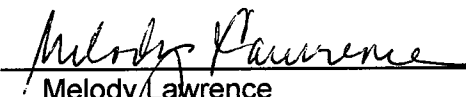
To qualify for the position, a typical combination of Education and Experience that provides the knowledge and skills required is illustrated, such as:

Three years of experience in the repair and maintenance of diesel, gasoline, alternative fuels or power equipment, at least one of which must include experience as a journey level mechanic. Satisfactory completion of a comprehensive diesel/alternative fuel technology vocational school program or degree may be substituted for two years of the required experience. The program or degree must cover systems such as electrical, computer controlled vehicles, emission, drive-train, cooling, fuel and ignition systems.

Automotive Service Excellence (ASE) certificates are desirable such as Master Automobile Technician and Alternative Fuels Technician.

A valid Class B California driver's license is required. Must provide own mechanic hand tools, up to one inch, to perform job duties.

Respectfully submitted,


Melody Lawrence
Human Resources Manager

CONCUR:


Laura Lohnes
Civil Service Manager

Attachments:

Proposed Class Specification for Transit Mechanic

TRANSIT MECHANIC

DEFINITION

Under general direction, performs skilled journey level mechanical work in the diagnosis, maintenance and repair of Transit vehicles and assists other mechanics in more complex assignments; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Distinguished from a Senior Mechanic in that an incumbent performs maintenance and repairs on primarily Transit vehicles. Distinguished from an Equipment Attendant in that an incumbent performs journey level mechanical work. At this level, incumbents work with only occasional instruction or assistance; work requires incumbents to exercise judgment in selecting appropriate guidelines to follow; significant deviations require prior approval.

SUPERVISION EXERCISED/RECEIVED

Supervision is received from the Fleet Services Supervisor. Transit Mechanics may receive technical direction from Senior Mechanics and provide technical direction to lower level classifications.

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties however; they are not all-inclusive.

- Performs routine and preventive maintenance on Transit vehicles.
- Diagnoses problems and determines the extent of repairs or adjustments needed for the Transit fleet vehicles.
- Inspects, diagnoses, repairs and overhauls and replaces systems and components including but not limited to: brakes, transmissions, engines, air conditioning, exhaust systems, electrical systems, diesel, gasoline, CNG, propane, hybrid and other alternative fuel systems, emissions, automotive and truck hydraulic systems, and related computer-controlled components.
- Performs brake relines to include lubricating bearings, checking and replacing worn components, installation of brake shoes, final adjustments of all wheel end components and deceleration testing.
- Moves parts and components with approved hoists, lifts and dollies to perform maintenance and repairs.
- Conducts vehicle safety inspection.
- Repairs minor damage to interior and/or exterior of buses and/or other vehicles and equipment including but not limited to torn seats, broken windows, door panels and windshields, minor dents, and cosmetic paint damage.
- Maintains paper and electronic records of repairs and maintenance; keeps and enters repair orders and keeps maintenance records of time spent, materials and parts used and type of work performed in an automated system.
- Responds to in-service road failures, road calls and performs on-site diagnostics and repairs Transit vehicles and equipment.
- Maintains and cleans equipment and tools; maintains a clean and orderly workplace; disposes of hazardous waste in accordance with City guidelines.
- Assists higher level mechanics with more complex repairs.
- Keeps current with new technology including participating in various training.

- Maintains, supports and promotes a safe work environment while complying with all safety rules, policies and procedures.

EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Maintains and/or assists in maintaining parts inventory, as assigned.
- May drive vehicles into and out of service bays and perform road tests.
- Responds to emergency calls during work and after normal working hours.
- Assists in the training of new and lower classification employees.
- May maintain field reports, and work orders.
- May drive vehicles into and out of service bays and perform road tests.
- Performs other related duties

QUALIFICATION GUIDELINES

Knowledge of

- Methods, materials, equipment and safety procedures utilized in the maintenance and repair of transit vehicles and all their major systems including diesel, gasoline or alternative fuels engines, electrical systems, fueling systems and other systems found in transit and other vehicles.
- Overhaul procedures related to transmissions, brakes and rear axles;
- Techniques and procedures of mechanical tune-up, emission control devices, general repair and maintenance practices;
- Lubrication and preventive maintenance.
- Proper use of tools and equipment including computer aided and electronic diagnostic tools;
- Procedures for handling and disposing of hazardous waste.
- Effective customer service techniques.
- Safety rules and precautions related to the use of tools, vehicles and equipment.

Ability to

- Troubleshoot, maintain and repair all vehicle and equipment systems including but not limited to mechanical, electrical, hydraulic and pneumatic components;
- Use computer aided diagnostic equipment requiring the use of some independent judgment to diagnose and determine cause of mechanical problems;
- Read and interpret diagnostic codes, maintenance manuals, electrical diagrams, vehicle emission control standards and related specification manuals;
- Diagnose and make appropriate adjustments and/or repairs to systems and components of diesel and alternative fuel powered vehicles and equipment;
- Demonstrate proficiency in the use of tools and equipment such as brake lathe, engine scan tool, battery, starter, cooling system and voltage testers;
- Learn other bus propulsion systems such as compressed natural gas engines (CNG) and Hybrid high voltage systems.
- Establish and maintain effective working relationships with co-workers;
- Prepare work orders and keep records of service performed using automated tracking and inventory system;
- Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Three years of experience in the repair and maintenance of diesel, gasoline, alternative fuels or power equipment, at least one of which must include experience as a journey level mechanic. Satisfactory completion of a comprehensive diesel/alternative fuel technology vocational school program or degree may be substituted for two years of the required experience. The program or degree must cover systems such as electrical, computer controlled vehicles, emission, drive-train, cooling, fuel and ignition systems.

Automotive Service Excellence (ASE) certificates are desirable such as Master Automobile Technician and Alternative Fuels Technician.

LICENSE OR CERTIFICATE:

A valid Class B California driver's license is required. Must provide own mechanic hand tools, up to one inch, to perform job duties.

SPECIAL REQUIREMENTS

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the mobility to stand, stoop, reach and bend, and mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Requires the ability to frequently lift, carry, push, pull or otherwise move objects which may weigh up to 70 pounds. Work is performed around moving objects, vibrations, noise, dirt, dust, chemicals, odors, oil, fuels including diesel, gasoline, and various natural gases (NG). Work requires exposure to various seasonal weather conditions, slippery surfaces, unsanitary condition, high elevations and working in cramped positions. May be required to work around moving mechanical parts and electrical equipment in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be required to work in inclement weather without effective protection from sun, cold, and rain.

Positions in this classification are considered safety sensitive under Federal Transit Administration (FTA) drug and alcohol regulations.

CAREER LADDER INFORMATION

Experienced gained in this classification may serve to meet the qualification guidelines for the classification of Senior Mechanic.

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November 14, 2011

Commission Meeting
November 14, 2011

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, California

SUBJECT: Appeal by Candy Higgins-DiMeo of Eligibility List for Youth Services Librarian

RECOMMENDATION

The Human Resources Manager recommends that your Honorable Body deny the appeal by Candy Higgins-DiMeo of the Eligibility List for Youth Services Librarian.

BACKGROUND

The recruitment for Youth Services Librarian was held from Monday, September 26, 2011 through Wednesday, October 19, 2011 and 96 applications were received. There is one vacancy for the position of Youth Services Librarian. Candy Higgins-DiMeo submitted her application on Tuesday, October, 18, 2011.

As stated in the bulletin (Attachment I), only those applicants whose training and experience and skills best met the requirements were invited to the examination. Due to the volume and quality of the candidate pool, not all candidates who met the minimum qualifications were invited to participate in the examination process. There were 24 candidates invited to the examination, all with advanced degrees and/or substantial professional Library experience specific to Youth Services. Human Resources staff performed the initial screen of applications which established those who best met the requirements and consulted with Library management staff to review and verify the candidate qualifications. Candidates who were not invited to the examination were notified via mail on Tuesday, October 25, 2011.

Human Resources staff was contacted by Ms. Higgins-DiMeo on Friday, October 28, 2011, she stated that she had received the notice that she was not selected to continue in the process and requested a meeting. Staff met with Ms. Higgins-DiMeo that morning responded to her questions regarding the screening process and offered to address why Ms. Higgins-DiMeo was not selected to proceed. Ms. Higgins-DiMeo declined this discussion at the time stating that she had scheduling issues. An offer to reschedule the discussion was also made by staff.

On Tuesday, November 1, 2011 the Ms. Higgins-DiMeo submitted an appeal regarding the disqualification of her application (Attachment II) to Laura Lohnes, Civil Service Manager. The appeal was based upon the candidate's assessment that she met minimum qualifications for the position of Librarian (Attachment III) as well as additional qualifications identified as those demonstrated by the "Ideal Candidate" on the bulletin. The qualifications Ms. Higgins-DiMeo identified in the appeal were 1) Bachelor of Arts Degree in English; and 2) Library experience which included Library Page, and several move up opportunities as Junior Library Clerk and Library Assistant I (Attachment IV).

Based on Ms. Lohnes evaluation of Ms. Higgins-DiMeo qualifications as stated on her application (Attachment V) and consideration of those candidates' qualifications who were invited to continue in the process, Ms. Lohnes concurred with the disqualification (Attachment VI). In her response Ms Lohnes noted that the candidates selected to move forward possessed those characteristics stated in the bulletin as the "Best Qualified". Ms. Lohnes also informed the candidate of her right to amend her application to clarify or add information regarding her qualifications and to appeal the promulgation of the eligibility list for Youth Services Librarian.

On November 7, 2011 Ms. Higgins-DiMeo filed a timely appeal of her disqualification for Youth Services Librarian with the Civil Services Commission (attachment VII). No additional information was provided to support the appeal.

Sixteen candidates participated in the examination process which was conducted on Tuesday, November 8, 2011. The promulgation of the Eligibility List is pending contingent on the decision of the Commission regarding Ms. Higgins-DiMeo's appeal.

ANALYSIS

The application submitted by the Ms. Higgins-DiMeo for Youth Services Librarian does not clearly establish that she is one of the best qualified candidates based upon education (Masters in Library Science was dominant educational standard) or experience (three years of professional library experience in Children/Youth specialty as the benchmark for experience). Her application did not clearly demonstrate that she met the minimum qualification of 3 years professional experience in the absence of the library specific education.

Ms. Higgins-DiMeo has been employed by the City as a Library Page for 8 years and has been placed on move up as Junior Library Clerk and Library Assistant I. The Library Assistant I performs highly specialized library clerical support and is the journey level class in the Library support series. Ms. Higgins-DiMeo did not provide specific timeframes when she was placed on move-up and it should be noted that these move-up experience were recurring and not full time, therefore it is difficult to determine the amount of time that she has had performing duties at the level of Library Assistant I or Junior Library Clerk.

Therefore, staff respectfully recommends that the Commission deny Ms. Higgins-DiMeo's appeal.

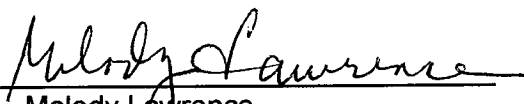
Respectfully submitted,

Melody P. Lawrence
Human Resources Manager

By


Kevin Fridlington
Sr. Human Resources Analyst

CONCUR:


Melody Lawrence
Human Resources Manager


Laura Lohnes
Civil Service Manager

Attachment:

- I. Librarian Youth Services Recruitment Bulletin
- II. Letter of Appeal Disqualification of Application – Candy Higgins-DiMeo
- III. Librarian Class Specification
- IV. Library Assistant Class Specification
- V. Application of Candy Higgins-DiMeo (Commissioner's only)
- VI. Response to Appeal by Civil Service Manager (Duplicative Attachments not included)
- VII. Appeal to the Civil Service Commission

The City

Located in Los Angeles County's South Bay, Torrance borders the Pacific Ocean and beach communities to the west and the Palos Verdes peninsula to the south. Ideally situated near the 405 (San Diego) freeway and 20 minutes from the Los Angeles International Airport, Torrance occupies 21 square miles, including a beachfront and the Madrona Marsh, a fresh-water habitat. Torrance is within a 45-minute drive of many major Southern California attractions.

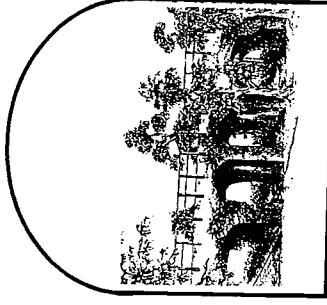
Incorporated in 1921 and chartered in 1947, Torrance has a population of nearly 138,000 and is the 12th largest city in California. Torrance is a full-service city with an annual budget in excess of \$200 million and a staff of over 1600 in 15 departments. The City has a council-manager form of government with an elected mayor and six council members.

The area enjoys a pleasant year-round climate with warm temperatures, gentle sea breezes and low humidity. The City boasts 31 parks with 350 acres of parkland and open space. The 502-seat James Armstrong Theatre in the Torrance Cultural Arts Center is an excellent venue for both professional and local productions.

The community's population is culturally rich with an estimate of more than 80 languages spoken in local schools. Contributing to this diversity are such world-class international companies as Toyota Motor Sales, U.S.A., American Honda Motor Company, Hit-Shear Corporation, Robinson Helicopter, Honeywell, Panasonic, and Virco Manufacturing, each of which call Torrance home. Four major shopping centers are located in Torrance including Del Amo Fashion Center, one of the largest shopping centers in the world.

The
City of Torrance
Invites Applications
For

**YOUTH SERVICES
LIBRARIAN**
(JOB CODE 11091623)



City of Torrance
Human Resources Department
3231 Torrance Boulevard
Torrance, CA 90503

24-Hour Jobline
(310) 618-2969

jobinfo@TorranceCA.gov
www.TorranceCA.gov

CITY OF TORRANCE
HUMAN RESOURCES DEPARTMENT
3231 TORRANCE BLVD.
TORRANCE, CA 90503

YOUTH SERVICES LIBRARIAN (JOB CODE 11091623)

We are seeking an enthusiastic, creative, and flexible individual to join our Librarian team! The primary duties of this position will involve providing library programs for youth from infancy through high school age level. Duties also include reference and reader's advisory service, as well as outreach to Torrance area schools.

The ideal candidate, in addition to the minimum requirements, will have:

- ❖ The ability to be creative and innovative
- ❖ Strong decision-making, planning, and scheduling skills.
- ❖ Ethical, professional, and possess the ability to foster a teambuilding environment.
- ❖ Excellent organizational skills to handle multiple priorities.
- ❖ Innovative and keeps current with technology as it relates to the information profession.
- ❖ Excellent customer service, interpersonal and public speaking skills.
- ❖ Experience with grant writing, outreach, and public programming.
- ❖ Good public relations skills to be an effective liaison with local schools, which includes marketing youth services and participating in activities at school sites as needed.
- ❖ The ability to work regular evening and Saturday hours.

Minimum Requirements

Education & Experience: Requires Master of Library Science degree from an ALA accredited college or university, **OR** a Bachelor's degree **PLUS** either 24 units of graduate work in Library Science with a major emphasis in Children's Services, **OR** three years of professional library experience in Children's Services.

Salary and Benefits

\$26.42 - \$33.80 per hour, with excellent benefits:

- ✓ Employees receive benefits through the PERS Retirement System (PERS). The City uses the 2% @ 55 formula which is funded through both employer and employee contributions. The City contributes 10.468% and the employee contributes 7% on a pre-tax basis;
- ✓ Employees currently contribute 4.2% toward Social Security and 1.45% toward Medicare;
- ✓ Family health, dental, and vision plans;
- ✓ Flexible Benefits program which provides tax-free options for additional medical, dental and child care expenses;
- ✓ Deferred Compensation Program;
- ✓ Life Insurance.

Examples of Duties

For a comprehensive list of duties for the Librarian position, please access our City website's job specification page at www.TorranceCA.Gov.

Application Procedure

Candidates must submit an on-line City application and supplemental application form by **5:30 PM, Wednesday, October 19, 2011**. Apply on-line at www.TorranceCA.Gov.

Selection Process

Only those applicants whose training, experience and skill **best** meet our requirements will be invited to participate in the examination.

The examination will consist of combined written exercise and oral panel process with a combined weighting of 100%. This testing process is tentatively scheduled for November 8, 2011.

Special Notes

If you have any questions regarding the position or the Library Department, please direct them to Hillary Theyer, City Librarian at HTTheyer@TorranceCA.Gov.

As a condition of employment, candidates must pass a background check and pre-employment medical examination.

Applicants with disabilities who require special testing arrangements must contact the Human Resources Department prior to the final filing date.

The provisions of this announcement do not constitute an expressed or implied contract and any provisions contained in this announcement may be modified or revoked without notice.

9/26/11-kmf

**CITY OF TORRANCE
SUPPLEMENTAL APPLICATION
FOR
YOUTH SERVICES LIBRARIAN
(Job Codes 11091623)**

Must be completed and attached to City application

The information you provide will be used to determine your qualifications for the Youth Services Librarian position. Only those applicants evaluated as best qualified on the basis of their application package will be invited to the examination process. Responses will be assessed for clarity and conciseness in the response provided.

- 1) Describe and discuss a children's program you would like to launch. Include the following in your response: how you would assess the need for this program, develop the budget, and market to your target audience. In addition, outline the criteria you would use in evaluating the program's effectiveness.
- 2) Describe your philosophy of collection development for a public library in the areas of print, audio, video, and electronic resources. Include some specific criteria you would use in responding to challenges, or to select materials in a tight budget situation.
- 3) What is your vision on how public libraries and schools can work together? Outline some examples of specific programs or services that are most suited to collaboration between the public library and area schools.



November 1, 2011

The Honorable Civil Service Commission
City of Torrance
3231 Torrance Boulevard
Torrance, CA 90503

Re: Appeal; Youth Services Librarian (Job Code 11091623)

Introductory Statement:

On October 18, 2011, I submitted an application for the position of Youth Services Librarian to the City of Torrance, Human Resources Department. By letter of October 25, 2011, the Human Resources Department informed me that, notwithstanding my impressive experience and accomplishments, I was not invited to continue on in the selection process.

With all due respect, I believe my areas of skills and experience closely relate to the duties of the current opening of Librarian-Youth Services, and, in fact, my background and experience best match the needs of the City based upon eight years of service with the City of Torrance and the Katy Giessert Civic Center Library.

I telephoned my Union Representative from the American Federation of State, County and Municipal Employees (AFSCME) on October 28, 2011. In order that I may continue on in the process of consideration for the Librarian-Youth Services, I met with AFSCME representatives on November 1, 2011, and was advised that, in order to proceed further, an Appeal of the Human Resources decision was necessary.

Letter of Appeal:

Please accept this letter as my appeal of the decision of the Human Resources Department decision.

Statement of Appeal:

I wish to appeal the rejection of my Application and Supplemental Application for the Librarian-Youth Services position with the City of Torrance. I meet the stated minimum requirements and my training, experience and skill best meet the requirements to participate in the examination. Further, I am an enthusiastic, creative and flexible individual, as evidenced by my work with the Katy Geissert Civic Center Library both as a Library Page and with additional responsibilities and assignments as Library Assistant I and Junior Library Clerk, and I possess the skills and talents identified in your description of the "ideal candidate."

Posted Requirements/Matching of Posted Requirements

The City of Torrance announcement for the position of Youth Services Librarian states:

Minimum Requirement

Education & Experience: Requires a Master of Library Science degree from an ALA accredited college or university, **OR** A Bachelor's degree **PLUS** units of graduate work in Library Science with a major emphasis in Children's Services, **OR** three years of professional library experience in Children's Services.

I am a graduate of California State University, Dominguez Hills, Carson, California. In June of 2008, I received my Bachelor of Arts degree. English was my major area of study, with a Literature emphasis. I have three years of professional library experience in Children's Services through my work as a Library Page move-up opportunities as a Library Assistant I and Junior Library Clerk.

With my broad background of course study including courses such as "Practice in Literary Criticism," "English Syntax," "American Literature" and "Critical Reading of Literature," I have a solid educational foundation to make qualitative decisions regarding youth library programming and reference and reader's advisory service.

In addition, my enthusiasm and proven creative abilities will well-serve the outreach to Torrance area schools. In fact, while studying at Loyola Marymount University, I was selected by my peers as a candidate to join the Alpha Delta Gamma Chapter of Sigma Tau Delta International English Honor Society. I represented Loyola Marymount University at a national convention as a poetry presenter for an original poem, and not only showed poise in my presentation abilities but also greatly utilized my interpersonal skills. These same outreach abilities will translate to the duties of the Youth Services Librarian for youth in their infancy through high school level.

Also, as stated in my Supplemental Application, I am a published poet in "Sparks with Skipping Stones." An autographed copy of this book, by poet laureate and poetry mentor, Ms. Mabel Skeen, currently is located in Special Collections Department in my hometown library - the Vigo County Public Library in Terre Haute, Indiana. My longstanding credentials in fine arts will enable creative programming and new program ideas.

My fine arts are also on display, figuratively and literally, as a member of the Torrance Artists Guild and I also have current entries on exhibit at the Katy Geissert Civic Center Library. I have also exhibited as a solo artist within the City Clerk's Office. In 2004, I planned and successfully presented the "Expressions of the Human Spirit" art exhibit at Katy Geissert Civic Center Library, which included an opening reception. I believe these activities and personal attributes in my roles as a Fine Arts Artist will be especially helpful in planning Youth Services events.

The City of Torrance announcement reflects duties to include reference and reader's advisory service which I have completed as part of my move-up and temporary assignment duties as a Library Assistant I and Junior Library Clerk.

I believe my record of work with the Katy Geissert Civic Center Library reflects that I have successfully demonstrated the qualities of the ideal candidate, namely: ability to be creative and innovative; strong decision-making, planning and scheduling skills; my possession of ethical, professional and team member attitudes; excellent organizational skills to handle multiple priorities; keeping current with technology as it relates to information; excellent customer service, interpersonal and public speaking skills; experience with outreach; and good public relations skills to be a liaison with local schools.

Summary of resume qualifications specific to the application process and the Job Announcement for Youth Services Librarian:

LIBRARY WORK EXPERIENCE

LIBRARY PAGE

12/03 to present

Katy Geissert Civic Center Public Library

- Discharge returned Youth Services books in the Sorting Room and sort by different labels such as: E books labeled with red, blue, green or yellow dots; EX, J and author's name; J and Dewey Decimal Number; paperbacks; board books; Young Adult paperbacks, Young Adult hardcover; NEW, TUSD Young Adult Reading List, Hot Picks, Manga and Foreign Language and place on sorting shelf.
- Search for Youth Services books listed on the Circulation's Department Request List.
- Shelf books as assigned by Supervisor of Pages in Youth Services.
- Route Youth Services materials returned from Branch Libraries.
- Empty the three book drops located outside of the library several times in a week.
- Pick up and distribution of interdepartmental mail.
- Special project shelving books returned from storage after the 2004 remodel of the Youth Services Department.

JUNIOR LIBRARY CLERK, Move Up

'11

Katy Geissert Civic Center Public Library, Circulation Department

- Registered new Juvenile patrons, helped with reserves, checked out books and Audio Visual materials.
- Discharged paperbacks, board books and Young Adult paperbacks.

LIBRARY ASSISTANT I, Move Up

'09, '10, '11

Katy Geissert Civic Center Public Library, Youth Services Department

- Supervised Library Page and Junior Library Clerk on scheduled closing evenings.
- Managed responsibilities of Youth Services in Senior Librarian's absence.
- Assisted patrons at Reference Desk with reference and reader's advisory service and instruction in the use of the library systems.
- Provided instruction and service in locating books and Audio Visual materials.

- Counted program attendees for Youth Services Daily Statistics Report.
- Prepared Daily, Monthly, and Quarterly Statistics Reports using Excel.
- Utilized Baker & Taylor to create electronic Monthly Book Meeting Carts and Monthly Book Carts.
-emailed electronic carts to Youth Services Supervisor and Youth Services Librarian at Katy Geissert Library and Youth Services Branch Librarians.
-verified Encumbrance Reports from Acquisitions Department and entered the Katy Geissert Library only portion on the Katy Geissert Collection Maintenance budget file.
- Collected Green Card books from Acquisitions Department and logged books on the Katy Geissert Library On- Order Green Card file.
- Turned-on Youth Services computers and printers and logged off when closing.
- Provided assistance to copy and print service patrons.
- Weeded books.
- Communicated effectively and maintained effective working relationships with Youth Services and Katy Geissert Library employees.

LIBRARY ASSISTANT I, Move Up

'09, '10

Walteria Branch Library, Youth Services Department

- Cataloged 100 new Readalongs and prepared packaging labels during summer 2010.
- Assisted with 2010 Summer Reading Program – Registered children and parents; Listened to oral reports; Documented proof of readership; Distributed prizes; Assisted with children's photographs.
- Registered new Juvenile patrons and checked out books.
- Discharged new Juvenile materials before shelving.
- Prepared labels for new Juvenile books and Audio Visual material.
- Searched computer and Youth Services Department for Overdues.
- Telephoned patrons for Audio Visual materials returned incomplete and input computerized notes on patron's library card records as needed.
- Printed and mailed Daily Overdue Notices.
- Ordered monthly supplies.
- Distributed incoming mail and interoffice mail.

LIBRARY ASSISTANT I, Temporary Assignment Appointment

'09

Katy Geissert Civic Center Public Library, Circulation Department; Overdues Desk

- Registered Juvenile and Young Adult patrons, handled reserves, and checked out books at the Circulation Desk.
- Coordinated Junior Library Clerk's monthly discharge of paperbacks, boardbooks and Young Adult paperbacks.
- Printed Overdues List daily.
- Search for more than 100 Youth Services Overdues List books per week on computer and in the stacks of the Youth Services Department.
- Prepared Overdue Notices for mailing.
- Prepared Damaged Book and Claims Returned letters and notices.

- Utilized excellent communication skills at the Circulation Desk and with telephone patrons regarding billing for damaged and lost books.
- Prepared billing for patrons with damaged and lost Youth Services books.

LIBRARY ASSISTANT I, Move Up

'08-'09

El Retiro Branch Library, Youth Services Department

- Managed responsibilities of Branch Library in absence of Senior Librarian.
- Set up cash drawer before library opened.
- Counted children and adult program attendees during Youth Services program.
- Logged new applications on computer.
- Entered special count for new Juvenile patrons on Monthly Branch Performance Report.
- Cataloged Youth Services and Juvenile paperbacks, boardbooks, and Young Adult Paperbacks.
- Prepared Branch Monthly Statistics which included a tally of new Juvenile patrons.

Conclusion:

On December 29, 2011, I will celebrate my eight year anniversary of employment with the City of Torrance Katy Geissert Civic Center Library. I have enjoyed working as a Library Page and the additional substantial responsibilities through move-ups and temporary appointments as a Library Assistant I and Junior Library Clerk. I know that I am making a difference, and I am seeking the opportunity to become a more fully involved member of the Katy Geissert Civic Center Library through serving in the position of Youth Services Librarian.

As stated in the Selection Process I believe my training, experience and skill best meet the requirements of the City of Torrance as an ideal candidate. I request the opportunity to move forward in this process and receive a City of Torrance Invitation Letter for the examination tentatively scheduled for November 8, 2011.

Respectfully submitted,

Candy P. Higgins Di Meo
Candy P. Higgins-Di Meo

Enclosure (resume)

CANDY P. HIGGINS-DI MEO

JOB OBJECTIVE: YOUTH SERVICES LIBRARIAN

SUMMARY OF QUALIFICATIONS: Two years Library Assistant I experience along with Katy Geissert Civic Center Public Library employment since 2003.

EDUCATION

Bachelor of Arts, 2008

California State University, Dominguez Hills, Carson, CA

LIBRARY WORK EXPERIENCE

LIBRARY PAGE

12/03 to present

Katy Geissert Civic Center Public Library

- Discharge returned Youth Services books in the Sorting Room and sort by different labels such as: E books labeled with red, blue, green or yellow dots; EX, J and author's name; J and Dewey Decimal Number; paperbacks; board books; Young Adult paperbacks, Young Adult hardcover; NEW, TUSD Young Adult Reading List, Hot Picks, Manga and Foreign Language and place on sorting shelf.
- Search for Youth Services books listed on the Circulation's Department Request List.
- Shelve books as assigned by Supervisor of Pages in Youth Services.
- Route Youth Services materials returned from Branch Libraries.
- Empty the three book drops located outside of the library several times in a week.
- Pick up and distribution of interdepartmental mail.
- Special project shelving books returned from storage after the 2004 remodel of the Youth Services Department.

JUNIOR LIBRARY CLERK, Move Up

'11

Katy Geissert Civic Center Public Library, Circulation Department

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LIBRARY ASSISTANT I, Move Up

'09, '10, '11

Katy Geissert Civic Center Public Library, Youth Services Department

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 - emailed electronic carts to Youth Services Supervisor and Youth Services Librarian at Katy Geissert Library and Youth Services Branch Librarians.
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- Provided assistance to copy and print service patrons.
- Weeded books.
- Communicated effectively and maintained effective working relationships with Youth Services and Katy Geissert Library employees.

LIBRARY ASSISTANT I, Move Up**'09, '10****Walteria Branch Library, Youth Services Department**

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- Prepared labels for new Juvenile books and Audio Visual material.
- Searched computer and Youth Services Department for Overdues.
- Telephoned patrons for Audio Visual materials returned incomplete and input computerized notes on patron's library card records as needed.
- Printed and mailed Daily Overdue Notices.
- Ordered monthly supplies.
- Distributed incoming mail and interoffice mail.

LIBRARY ASSISTANT I, Temporary Assignment Appointment**'09****Katy Geissert Civic Center Public Library, Circulation Department; Overdues Desk**

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- Search for more than 100 Youth Services Overdues List books per week on computer and in the stacks of the Youth Services Department.
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LIBRARY ASSISTANT I, Move Up

'08-'09

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- Logged new applications on computer.
- Entered special count for new Juvenile patrons on Monthly Branch Performance Report.
- Cataloged Youth Services and Juvenile paperbacks, boardbooks, and Young Adult Paperbacks.
- Prepared Branch Monthly Statistics which included a tally of new Juvenile patrons.

FINE ARTIST

Self employed, Fine Arts --Artist, Torrance, CA

'00-present

LEGAL SECRETARY, ADMINISTRATIVE AND EXECUTIVE/SENIOR SECRETARIAL, PERSONNEL ASSISTANT WORK EXPERIENCE

Legal Secretary, Self- employed, Torrance, CA

'93-'94

Legal Plus Temporary Agency Beverly Hills, CA

'89-'92

Secretarial/clerical, Pacific Financial Research, Beverly Hills, CA

'85-'86

Secretary/Clerical, Talent Tree Temporary Agency, Los Angeles, CA

'87-'88

'84'85

- Litigation and nonlitigation assistance; Extensive typing using Word Perfect; Dictaphone transcription of correspondence and pleadings; Scheduling of court appearances, office appointments, depositions, and travel; Answering busy telephones with filing and faxing.
- Business letter writing; 10-key posting and billing procedures; Preparation of expense reports; Telex and facsimile use; Provided supervision; Time management, organization and effective communications skills utilized.
- Scheduled interviews and tested clerical applicants for typing and shorthand tests.
- Prepared weekly new hire information sheets given to Payroll Department; Prepared status reports listing positions available and filled within the company; Collated and prepared new hire orientation folders.

MEMBERSHIPS

AFSME Local 1117

Torrance Artists Guild

Sigma Tau Delta, International English Honor Society, Loyola Marymount University

Librarian

Definition:

Under direction, performs professional level library work in a branch library or a specialized library function within the main library and performs related work as required.

Distinguishing Characteristics:

The Librarian is the journey level class in the professional librarian series. The Librarian is distinguished from the Senior Librarian in that the incumbent is not primarily responsible for the supervision of subordinate staff or primarily responsible for the entire operation of a branch library or a specialized library function. The Librarian is distinguished from the Library Assistant II in the level and scope of responsibility exercised and expertise required. Incumbents perform a full range of complex tasks and work within a framework of established procedures with only occasional instruction or assistance. Work is reviewed upon completion and for overall results. Work involves frequent interpretation of policies, procedures and guidelines, and may involve development of recommendations consistent with directives, policies and regulations.

Supervision Exercised/Received:

Receives direction from the Senior Librarian. May provide functional supervision to new or lower-level employees, but this task is ancillary to the primary focus of the classification.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all-inclusive.

- Provides reference and reader's advisory service and instruction in the use of the library to patrons.
- Prepares bibliographies.
- Surveys library holdings and maintains certain subject areas of the materials collection and special collections; makes recommendations for purchase of materials, weeding and replacement as appropriate.
- Selects and orders audiovisual materials.
- Reviews and recommends books and other materials for collection.
- May perform original cataloging of library materials, including determination of subject entries, classification, form of author entry and suitable explanatory notes.
- May present storytelling, booktalks and other special public programs; may conduct class orientations, school visits or tours of the library.
- Prepares oral and written book reviews.
- Develops displays, exhibits, brochures and news releases promoting library materials and services.
- Participates in cooperative projects with outside organizations, schools, libraries, etc.
- Reconciles cash received by Library department, processes paperwork and forwards to Finance department.
- Prepares monthly reports and statistics on library use.

- Interacts with patrons in a courteous and professional manner and defuses potentially volatile or sensitive situations to ensure quality customer service.
- Registers patrons; handles reserves and performs other routine library work as necessary.
- May assume responsibility for a Branch library or section of the library in the absence of Senior Librarian.
- May assign, review and coordinate the work of subordinate personnel; assists in training lower-level personnel.

Examples of Other Duties:

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Attends workshops and meetings as required.
- Keeps abreast of changing trends and technology in public library operations.
- Performs related duties as required.

Qualification Guidelines**Knowledge of:**

- Principles and practices of public librarianship.
- Cataloging procedures and practices.
- Principles of classification.
- Bibliographies and reference materials.
- Non-print materials, audio-visual procedures and techniques.
- Tools and methods for evaluating and selecting books and other library materials for general audiences, and for youth, if applicable.
- Reading guidance techniques for a public library.
- Withdrawal and weeding of library materials.
- Inter-library systems.
- Library programs appropriate for all segments of the community.
- Automation techniques applicable to library operations.
- Modern office practices and equipment.
- City policies and procedures affecting library operations.
- Public relations and customer service techniques.
- Developments in childhood education and library involvement, if applicable.
- Methods of conducting storytelling, book talks and instruction in library use for youth, if applicable.
- Library services to and materials for children with special needs, if applicable.

Ability to:

- Prepare extensive bibliographies.
- Use specialized reference and research materials to respond to research inquiries.
- Prepare and present public library programs for adults and/or youth.
- Prepare and present accurate and timely reports.
- Evaluate books and non-print materials for adults and youth.
- Catalog, classify and assign subject headings, if applicable.

- Establish and maintain effective working relationships with City employees, public officials, private and community organizations, and the public.
- Communicate effectively both orally and in writing.
- Establish rapport and work effectively with children of all ages and ability levels, if applicable.
- Utilize a computer and a variety of office machinery.
- Follow oral and written instructions.
- Learn and utilize new skills and information to improve job performance and efficiency.

License or Certificate:

None required.

Education and Experience:

Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

A Master of Library Science degree from an ALA accredited college or university, or a Bachelor's degree plus twenty-four units of graduate work in Library Science, or a Bachelor's degree plus three years of professional library experience. Assignments as a Cataloger or Youth Services Librarian must have either an academic concentration or experience in that respective field.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in light work involving stooping and bending, and carrying items weighing up to 10lbs; moving from one area of the office to another; sufficient hand/eye coordination to perform skilled repetitive movements, such as the use of calculators or other office equipment and supplies. May require the ability to climb ladders or step stools, push or pull book carts, lift and carry books or move boxes of materials of considerable weight from one location to another. Tasks require visual perception and discrimination and oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Senior Librarian.

Last revised:
October 1998

Library Assistant I

Definition:

Under general supervision, performs highly specialized library clerical support work, which requires independent judgment and functional expertise in library operations; operates a variety of office machines; and performs related work as required.

Distinguishing Characteristics:

The Library Assistant I is the journey level class in the Library support series, distinguished from the Junior Library Clerk in the scope and complexity of work assigned. The Library Assistant I is distinguished from the Library Assistant II in that incumbents do not supervise staff. Assignments frequently require the exercise of independent judgment and functional expertise in departmental operations. Incumbents may have the responsibility for assigning, reviewing, and coordinating the work of lower level classes and for the training of lower level classes. Interpretation of general administrative or operational policies is necessary.

Supervision Exercised/Received:

Receives general supervision from Senior Librarian, Librarian, or Library Assistant II. May provide technical supervision, which includes assigning, reviewing, coordinating and training of Junior Library Clerks or Library Pages but this task is ancillary to the primary focus of the classification.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all-inclusive.

- Registers borrowers; charges and discharges library materials; and prepares patron registration.
- Enters or modifies data to ensure accurate information regarding patron information, fines and fees, library staffing information, and library materials.
- Collects information by researching records or files, and utilizes computer applications to accurately enter, records and retrieve department information and to prepare reports such as routine library performance data.
- Prepares routine correspondence on procedural or informational matters without review by supervisor.
- Processes and prepares materials for circulation.
- Performs copy cataloging by editing or modifying bibliographic data according to established rules.
- Processes and prepares materials for circulation.
- Maintains a complex system of inter-related files and records, including personnel and time records; files and recovers materials from subject matter files.
- Receives, checks, routes and distributes incoming internal and external documents, materials and supplies.
- Provides information to the public or other agencies utilizing technical references.

- Responds to inquiries and requests for assistance from City staff and the public involving an understanding of departmental and City policies and regulations.
- Resolves problems for customers related to City and Library programs or services by researching records, providing information and taking appropriate action to correct errors or facilitate services.
- Interacts with customers in a courteous and professional manner and attempts to defuse potentially volatile or sensitive situations to ensure quality customer service.
- Receives and records library fines and fees and perform routine bookkeeping duties.
- May receive and process requests from patrons by checking the database, professional media and on order files.
- May provide reference and reader's advisory service and instruction in the use of the library to patrons.
- Prepares purchase requisitions, orders supplies and maintains inventory.
- May assume responsibility for a Branch library or section of the library in the absence of Senior Librarian, Librarian or Library Assistant II.

Examples of Other Duties:

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Ensures the proper maintenance of department office equipment.
- Assists in maintaining a neat and orderly workplace.
- Attends meetings, workshops and seminars as required or appropriate.
- Performs related duties as assigned.

Qualification Guidelines**Knowledge of:**

- The Dewey Decimal System.
- Practices and procedures of modern library operations, including filing, cataloging and indexing.
- General reference sources.
- City policies and procedures and procedures affecting departmental operations.
- Proper use of English grammar and accurate spelling.
- Modern office procedures and practices including business correspondence, filing and the operation of computers and other modern office equipment.
- Customer relations and public relations techniques, including telephone etiquette.

Ability to:

- Exercise independent judgment and tact in the applications of rules, regulations, policies, and procedures and in difficult or sensitive situations in person and/or over the telephone.
- Apply, interpret and explain City ordinances and administrative rules and regulations affecting departmental operations.

- Prepare clear and concise correspondence, reports and materials.
- Complete work with minimal supervision and instruction.
- Spell and punctuate correctly, use proper English and make arithmetical computations.
- Operate computers and a variety of office equipment.
- Communicate effectively orally and in writing.
- Understand and accurately follow complex written and oral instructions.
- Receive money and maintain accurate records of monetary transactions.
- Establish and maintain effective working relationships with co-workers, the public, other City employees and individuals from outside agencies.
- Perform duties courteously and professionally.
- Learn and utilize new skills and information to improve job performance and efficiency.

Computer Applications

Depending upon position assignment, proficiency may be required in one or more computer applications.

- Proficiency in data entry to ensure accurate data input into library information files and the automated library system.

Education and Experience:

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Two years of experience in a library; and a high school diploma or equivalent.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform skilled repetitive movements, such as typing, filing, data entry, and/or use of calculator, ten-key adding machine, or other office equipment or supplies; may involve extensive VDT exposure. May require the ability to climb ladders or step stools, push or pull book carts, lift and carry books or move boxes of materials of considerable weight from one location to another. Tasks require visual perception and discrimination as well as oral communications ability.

Career Ladder Information:

Experience gained in this classification may serve to meet the minimum requirements for promotion to Library Assistant II.

Last revised:
October 1998



CITY OF TORRANCE

City Manager's Office
Civil Service Division

LeRoy Jackson
City Manager

Laura J. Lohnes
Civil Service Manager
310/618-2967
LLohnes@TorranceCA.Gov

November 2, 2011

Candy P. Higgins-Di Meo
[REDACTED]

Dear Ms. Higgins-Di Meo:

I have received your letter dated November 1, 2011 in which you request an appeal of the Human Resources' decision to remove your application from further consideration for the position of Youth Service Librarian. In your letter you state that you meet the criteria for the "Ideal Candidate" as described in the Job Bulletin and you requested the opportunity to move forward in the examination process for Youth Services Librarian.

In considering your request, I reviewed the job bulletin (Attachment A) and your application (see Attachment B). The bulletin for Youth Services Librarian (Job Code 11091623) indicates that, "Only those candidates whose training, experience, and skill, **best** meet our requirements will be invited to participate in the examination". Requirements identified in the bulletin include possession of the following:

Minimum Requirements: Requires a Master of Library Science degree from an ALA accredited college or university, **OR** a Bachelor's degree **PLUS** either 24 units of graduate work in Library Science with a major emphasis in Children's Services, **OR** three years of professional library experience in Children's Services.

The letter you received from Human Resources staff indicated that you were not among the best qualified applicants that were selected to continue in the examination process for Youth Services Librarian. A review of the application screening process shows only 21 of the 96 applicants were invited to continue in the examination process, which evidences the highly competitive field for the position of Youth Services Librarian. Nineteen of these candidates possess a Masters degree and two had the 24 units of required graduate coursework. In addition, almost all of the candidates had over three years of professional experience in youth services and the majority of this experience was gained in a position as a Librarian directly supporting youth services programming.

In reviewing your application, my opinion is that you do not have comparable experience to those selected to continue in the examination process. While you have a Bachelors degree in English, you do not indicate that you have completed any coursework in Library Science. In addition, although you have worked for the Torrance Public Library since 2003, your experience is clerical in nature (see job

ATTACHMENT VI

specifications for Library Page and Library Assistant I contained in Attachment C) and does not compare to the professional level experience that is possessed by the majority of the candidates invited to continue in the examination process. Because of this deficiency in your education and experience, I concur with staff's decision to remove you from the examination process.

The Torrance Municipal Code (TMC) grants certain rights to all candidates in the Civil Service Examination Process. Section 14.11.3 (Attachment D) entitled "Rejected Applications" allows candidates to amend an "incomplete or defective application" provided the amendment is made before the day of the examination. If you feel that Human Resources did not receive all the information you included on your application, I would encourage you to contact the Recruitment and Selection staff at 310-618-2915 to review your application and amend it if you feel it was incomplete or defective. You would need complete any amendment to your application by November 7, 2011.

Also, Torrance Municipal Code Section 14.12.12 (Attachment E) entitled, "Appeals" allows applicants to appeal an eligible list. You may appeal your removal from examination process to the Civil Service Commission under this section of the TMC. If the Commission finds in your favor, the eligibility list for Youth Services Librarian will not be promulgated until your situation is remedied. If you wish to appeal to the Civil Service Commission, please submit a written notice explaining the specific reason for your appeal. This letter should be received no later than 10 days after the promulgation of the eligibility list; however, should I receive your letter by November 7, 2011, I will schedule your appeal to be heard at the Civil Service Commission meeting on November 14, 2011.

If you have any questions concerning this information, please call me at (310) 618-2967.

Sincerely,



Laura Lohmes
Civil Service Manager

Attachment A Job Bulletin

Attachment B Application

Attachment C Job Specifications – Library Page, Library Assistant I

Attachment D TMC Section 14.11.3

Attachment E TMC Section 14.12.12

cc: Della Thompson, Counsel to the Commission
Melody Lawrence, Human Resources Manager

SECTION 14.11.3. - REJECTED APPLICATIONS.

Whenever an application is rejected, notice of such rejection with reasons therefore shall be given to the applicant in writing. Persons whose applications have been rejected because they were incomplete or defective may call at the office designated for the receipt of applications in the bulletin announcing the examination and amend their applications provided an amendment is made before the day of examination.

SECTION 14.12.12. - APPEALS.

An applicant may, within ten (10) days of the promulgation of an eligible list by the Civil Service Commission, appeal in writing from any part of the examination but no appeal shall be considered unless the appellant states specific reasons for appealing. All appeals and all correspondence relating thereto shall be referred to the Civil Service Commission for consideration.

In considering an appeal, the Commission may permit the appellant to be heard and after consideration of the entire matter the Commission shall make its decision and determine the final rating of the applicant, which determination shall be final for all purposes.

1 **PROOF OF SERVICE**

2 STATE OF CALIFORNIA

3 COUNTY OF LOS ANGELES

Ss

4 I am employed in the county of Los Angeles, State of California, I, the undersigned,
5 declare that I am over 18 years of age, and not a party to the within cause; my business address is
6 3231 Torrance Boulevard, Torrance, CA 90503. On this date I delivered the attached document
in a sealed envelope to the City of Torrance, Central Services Mail Department to Mr. William
Urquilla, for posting and mailing (first class – non pre-sort) to:

7
8 By the following means:

9 Candy P. Higgins-Di Meo
10 [REDACTED]

11 (X) MAIL: I am "readily familiar" with the City's practice of collection and
processing correspondence for mailing. Under that practice it would be deposited with the U.S.
12 Postal Service on that same day with postage placed thereon, fully pre-paid at Torrance,
California in the ordinary course of business. I am aware that, on motion of the party served,
13 service is presumed invalid if postal cancellation date or postage meter date is more than one day
after the date of deposit for mailing in affidavit.

14 (X) By E-mail: By transmitting a true copy thereof to the e-mail address:
15 [REDACTED]

16 () OVERNIGHT MAIL: By placing a true copy thereof, enclosed in a sealed
17 envelope, to be delivered by hand to the addressee(s) shown above.

18 () BY FACSIMILE: By transmitting a true copy(ies) thereof by facsimile from
facsimile # to the interested party(ies) to said action at the facsimile number (s) shown above.

19 () PERSONAL SERVICE: By causing a true copy thereof, enclosed in a sealed
20 envelope, to be delivered by hand to the addressee(s) shown above

21 STATE: I declare under penalty of perjury under the laws of the State of California, that the
above is true and correct.

22 I certify under penalty of perjury that the foregoing is true and correct.

23 Executed on November 2, 2011, at Torrance, California.

24 
25 Laura Lonnes
26
27
28

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Ms. Candy P. Higgins-Di Meo


November 7, 2011

Ms. Laura J. Lohnes
Civil Service Manager
City of Torrance
3231 Torrance Boulevard
Torrance, CA 90503

CITY OF TORRANCE
HUMAN RESOURCES DEPT.
2011 NOV - 7 AM 8:36

Re: Authority and Request to Appeal to Civil Service Commission

Dear Ms. Lohnes:

On November 1, 2011, I met with American Federated Society of County Municipal Employees (AFSCME) Union Representatives Ms. Jeannie Moorman and Mr. Dave Wallace concerning the process of Appealing the decision of the City of Torrance Human Resources Department. I was advised to prepare a letter of Appeal directly to the Civil Service Commission and deliver it to the Human Resources Department. I prepared my letter of Appeal and hand-carried it to the Human Resources Department on that same day.

Regrettably, perhaps through an oversight, you were not previously mentioned by the AFSCME Representatives as part of the process of the Appeal. I thank you for your letter dated November 2, 2011, which was delivered by the United States mail on November 5, 2011. You advised in your correspondence that in order to pursue an Appeal to the Civil Service Commission, I must contact you by November 7, 2011 with my request to go forward.

I have hand-delivered this letter to you on November 7, 2011, which should be evidenced by the date and time stamp above. Please accept this letter as my authorization and request to go forward with my Appeal to the Civil Service Commission. You indicated that upon receipt of my correspondence to you by November 7, 2011, you would put this matter before the November 14, 2011 Civil Service Commission hearing.

As stated in my letter of Appeal to the Civil Service Commission, I believe I am the best candidate for the Librarian-Youth Services position and possess the qualities outlined as an "ideal candidate." I am looking forward to the opportunity to interview in this competitive process.

Thank you for the opportunity to continue in the process of my Appeal. By continuing in this process, Human Resources will be allowed a further assessment and an opportunity to amend their eligibility list and correct any deficiency.

I elect to stand on the points of appeal raised in my November 1, 2011 Appeal letter to the Civil Service Commission. Please find an additional copy of my November 1, 2011 Appeal to the Civil Service Commission for you to appropriately file with them as requested. I have determined, upon consideration, there is no need to amend my Application. Please proceed forward to the Civil Service Commission.

Please advise me of the time and place of the Civil Service Commission hearing on November 14, 2011. Please also advise whether my attendance is required and/or invited. If not, please advise when I will learn of their decision. My telephone number is [REDACTED] I look forward to a favorable decision by the Civil Service Commission and the opportunity to interview for this highly desirable position in the Youth Services Department. Thank you for your assistance.

Respectfully submitted,


Candy P. Higgins-Di Meo

November 9, 2011

Commission Meeting
November 14, 2011

Honorable Chairman and Members of
The Civil Service Commission
City Hall
Torrance, CA 90503

Honorable Members:

SUBJECT: Appeal by Wesley Hardaway of the removal of his name from the Police Officer Recruit Eligible List. (Consideration of employment matters may be conducted in a closed session per California Government Code 54957.)

BACKGROUND

Mr. Wesley Hardaway, the Appellant, had taken and passed the Civil Service examination for the position of Police Officer Recruit and the eligibility list for the position was promulgated on July 13, 2011. On October 20, 2011, Civil Service received a copy of letter from the Chief of Police dated October 18, 2011 addressed to Mr. Hardaway (See Attachment A) informing him that he had failed to meet the psychological standards for the position of Police Officer and also informing him and that his name was being removed from the eligible list. The letter also provided information to Mr. Hardaway regarding his right to appeal his disqualification and removal from the eligible list. On October 20, 2011, Civil Service removed Mr. Hardaway's name from the eligible list for Police Officer Recruit.

On November 2, 2011, Mr. Hardaway filed an appeal with Civil Service and provided an opinion rendered by Ms. Phyllis J. Crow, MFCC challenging his disqualification. (See Attachment B) His appeal was received within the prescribed time-frame and he has been informed that this matter is contained on this evening's agenda. Mr. Hardaway has also requested that this matter be considered in closed session.

ANALYSIS

Torrance Municipal Code Section 14.17.7 § (a) (1) (Attachment C) allows for the disqualification of any candidate who "is found to lack any of the published preliminary requirements established by the Civil Service Commission for the examination for the position or employment for which he applies." The published job bulletin (Attachment D) for Police Officer states that candidates must pass a psychological evaluation. The administration of a pre-employment psychological evaluation is required to comply with California Government Code Section 1031§ (Attachment E), which states that, "Each class of public officers or employees declared by law to be peace officers shall meet all of the minimum standards." And subsection (f) further requires that all candidates, "Be found to be free from any physical, emotional, or mental condition that might adversely affect the exercise of the powers of a peace officer."

To determine that all recruits hired for the position of police officer meet this criteria, the Torrance Police Department conditions all offers for the position of Police Officer Recruit on the successful completion of a physical and psychological evaluation. In administering the pre-employment psychological evaluation, the Torrance Police Department utilizes the services a licensed clinical psychologist, Dr. Gina Gallivan, who possesses "a license from the California

Board of Psychology and has the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued post-doctorate" as required by Government Code Section 1031 § (f) (2).

In addition to conforming to the codified standards for evaluators, Dr. Gallivan administers the evaluation to conform to the criteria contained in Police Officers Standards and Training (POST) Administrative Manual (Attachment F), which requires that:

"Each peace officer candidate shall be evaluated, at minimum against job-related psychological constructs....: Social Competence, Teamwork, Adaptability/Flexibility, Conscientiousness/Dependability, Impulse Control, Integrity/Ethics, Emotional Regulation/Stress Tolerance, Decision Making/Judgment, Assertiveness/Persuasiveness, and Avoiding Substance Abuse and other Risk Taking Behaviors."

In reviewing the opinion provided by the Appellant, staff noted two concerns: first, the professional providing the opinion did not meet the qualifications for the psychological evaluator as contained in Government Code Section 1031 (F) (2) and second; the opinion does not evaluate Mr. Hardaway on all of the required job related categories shown above. To further assess the issues presented in Mr. Hardaway's appeal, staff forwarded the opinion provided by the appellant to Dr. Gallivan. Dr. Gallivan reviewed the opinion and she asserted that the information in Ms. Crow's opinion did not persuade her that Mr. Hardaway was psychologically fit to be a Police Officer under the POST criteria (See Attachment G)

RECOMMENDATION

The Commission's authority in this matter will be to determine Mr. Hardaway's suitability to remain on the eligible list for the position of Police Officer Recruit. Because the opinion provided by the appellant does not conform to the standards contained in the Government Code and does not cover all of the job related criteria contained in the Post Administrative Manual; staff does not consider it to be sufficient to overturn the opinion provided by the licensed clinical psychologist that performed the original psychological evaluation of Mr. Hardaway. Therefore, staff is recommending that is your Honorable Body deny Mr. Hardaway's appeal.

Respectfully Submitted,


Laura J. Lommes
Civil Service Manager

Attachment A:	Letter dated October 18, 2011 the Chief of Police to Wesley Hardaway
Attachment B:	Letter of Appeal from Wesley Hardaway (Confidential Attachment for Commissioners Only)
Attachment C:	TMC Section 14.17.7
Attachment D:	Job Bulletin for Police Officer Entry Level 2011
Attachment E:	California Government Code Section 1031
Attachment F:	POST Administrative Manual Regulation 9055
Attachment G:	E-mail dated November 9, 2011 from Dr. Gina Gallivan



CITY OF TORRANCE

POLICE DEPARTMENT

JOHN J. NEU
CHIEF OF POLICE

October 18, 2011

[REDACTED]

Dear Mr. Hardaway:

The purpose of this letter is to inform you that you are no longer being considered for the position of POLICE OFFICER RECRUIT. I must regretfully inform you that you do not meet the psychological standards for the position. For this reason your name has been removed from the current Eligibility List.

As a result, you are prohibited from re-applying for this position for a period of three years.

You have the right to appeal this decision with the Human Resources Department within 15 days. If you request an appeal, contact Laura Lohnes in the Human Resources Department, at (310) 618-2915.

If you have any questions regarding this decision, contact me at (310) 618-5689.

JOHN J. NEU
CHIEF OF POLICE

Scott Stiller + 14150

SERGEANT SCOTT F. STILLER
PERSONNEL SERGEANT
PERSONNEL DIVISION

cc: Laura Lohnes, Civil Service Manager

Attachment A page 1 of 1

SECTION 14.17.7. - DISQUALIFICATION OF APPLICANTS OR REMOVAL OF NAMES FROM ELIGIBLE LISTS.

(Added by O-3486)

a)

The Civil Service Administrator may refuse to have an applicant examined, or after examination to certify an eligible, or may remove an eligible from the eligible list:

1)

Who is found to lack any of the published preliminary requirements established by the Civil Service Commission for the examination for the position or employment for which he applies;

2)

Who is physically or mentally so disabled as to be rendered unfit for the performance of the duties of the position to which he seeks appointment;

3)

Who is addicted to the use of intoxicating liquors or use of drugs;

4)

Who has been found guilty of any felony or a misdemeanor involving moral turpitude;

5)

Who has been dismissed, or has resigned in lieu of dismissal, from a position in either public or private employment for cause;

6)

Who has made a false statement of any material fact, or who practices or has attempted to practice any deception or fraud in his application, in his declarations or in securing his eligibility or appointment;

7)

Who has been certified three (3) times for permanent employment and has not been offered an appointment;

8)

Who is judged to have demonstrated unsuitability for City employment through past behavior which adversely affects work performance such as, but not limited to, theft from prior employers, poor attendance record, history of disciplinary problems, or poor driving record;

b)

In determining disqualifications under this Section the Civil Service Administrator shall consider:

1)

Evidence of rehabilitation; and,

2)

The relationship of the disqualifying cause to the class of work for which the person has applied.

Decisions of the Civil Service Administrator shall be in writing and may, within fifteen (15) days of the date of written notice, be appealed to the Civil Service Commission for final determination. The burden of proof of good character in all cases shall be upon the applicant.

A PREMIERE LAW ENFORCEMENT AGENCY IN A PREMIERE CITY

Start a **REWARDING** career with the Torrance Police Department where Officers care about their community. We invite you to **SERVE** in a **COMMUNITY** with **PRIDE** and **EXCELLENCE**!

During training, Torrance Police Officers are paid **\$4319/month** plus the City contributes up to **\$1020.96/month** for family health care coverage and a one time uniform allowance of **\$850**.

Upon graduation, Police Officers are paid **\$71,364/year** (eff. 1/2/11--base pay) and full benefits as listed below. For a comprehensive explanation of benefits, visit our employment link at www.TorranceCA.Gov.

REQUIREMENTS

- ❖ High School graduate or California GED
- ❖ Valid California Driver's License
- ❖ 21 years of age at the time of application
- ❖ U.S. Citizen (or have filed application for citizenship).

In addition, you must qualify in a physical agility test, a thorough background investigation which will include job and personal references, arrest records, credit history, and use of controlled substances; medical and psychological evaluations; drug screening; and a polygraph.

SPECIAL NOTES

Applicants may test for Police Officer only once in a twelve-month period.

Find out more about the Torrance Police Department by visiting TPD website at <http://www.torranceca.gov/TPD/97.htm>.

Applicants with disabilities who require special testing arrangements must contact the Human

Resources Department prior to the final filing date.

POLICE OFFICER Entry Level 2011

BENEFITS

- ❖ 100% City paid Retirement (PERS) with 3% @ 50
- ❖ The City pays up to \$1256.60/month (eff. 2/1/11) for Family Health coverage. City paid Dental and Vision insurance. Flexible Benefit Plan provides tax-free options for medical, dental and child care expenses.
- ❖ City paid retiree stipend of \$332 monthly
- ❖ Four/Ten or three/twelve work week
- ❖ Twelve paid holidays per year
- ❖ Vacation/Personal Leave of 132 hours per year after the first year increasing with service to 296 hours per year
- ❖ 96 hours of Sick Leave per year
- ❖ Bilingual Pay
- ❖ Education Incentive program – up to 16% above base salary
- ❖ Premium Pay for special assignments
- ❖ Deferred Compensation Plan, with City contributions
- ❖ Long-Term Income Protection Plan for non job-related injury or illness
- ❖ Employee Assistance Program
- ❖ Employee Referral Incentive Program

TO APPLY

To receive a scantron application, call (310) 618-2969 or send e-mail request to jobinfo@TorranceCA.Gov with your name and mailing address.

Upon receiving the scantron application, please complete and return to City of Torrance, Human Resources Dept. 3231 Torrance Blvd, Torrance CA 90503. Reservation for the written test is based upon receipt of your application to the Human Resources Department.

TEST DATES

Candidates are required to take a written test (weighted 70%). For candidates successful on the written test, an interview will be scheduled (weighted 30%).

POST T-scores from other agencies may be turned in to the Human Resources Department. You must turn in the T-score on the other agency letterhead before the scheduled written test, but you will still need to take the video multiple choice test on the scheduled written day. Applicants may not take the POST written test more than once a month with any agency.

Tentative Test Dates

Job Code 11027301:

Written Test Dates February 17-18, 2011
Interview Dates April 1 & 4, 2011

Job Code 11057301:

Written Test Dates May 26-27, 2011
Interview Dates July 8 & 11, 2011

Job Code 11077301:

Written Test Dates August 4-5, 2011
Interview Dates September 16 & 19, 2011

Job Code 11097301:

Written Test Dates October 27-28, 2011
Interview Dates December 9 & 12, 2011

To obtain a copy of the POST preparation guide for the written test please go to:

<http://lib.post.ca.gov/Publications/poWrittenPracticeTest.pdf>
(see pages 1-25 only).

For information about becoming a California Peace Officer go to <http://www.post.ca.gov/candidate-information.aspx>.

The provisions of this announcement do not constitute an expressed or implied contract and any provisions of this announcement may be modified or revoked without notice.

California Government Code Section 1031

1031. Each class of public officers or employees declared by law to be peace officers shall meet all of the following minimum standards:

(a) Be a citizen of the United States or a permanent resident alien who is eligible for and has applied for citizenship, except as provided in Section 2267 of the Vehicle Code.

(b) Be at least 18 years of age.

(c) Be fingerprinted for purposes of search of local, state, and national fingerprint files to disclose a criminal record.

(d) Be of good moral character, as determined by a thorough background investigation.

(e) Be a high school graduate, pass the General Education Development Test indicating high school graduation level, pass the California High School Proficiency Examination, or have attained a two-year, four-year, or advanced degree from an accredited college or university. The high school shall be either a United States public school, an accredited United States Department of Defense high school, or an accredited or approved public or nonpublic high school. Any accreditation or approval required by this paragraph shall be from a state or local **government** educational agency using local or state **government** approved accreditation, licensing, registration, or other approval standards, a regional accrediting association, an accrediting association recognized by the Secretary of the United States Department of Education, an accrediting association holding full membership in the National Council for Private School Accreditation (NCPSA), an organization holding full membership in the Commission on International and Trans-Regional Accreditation (CITA), an organization holding full membership in the Council for American Private Education (CAPE), or an accrediting association recognized by the National Federation of Nonpublic School State Accrediting Associations (NFNSSAA).

(f) Be found to be free from any physical, emotional, or mental condition that might adversely affect the exercise of the powers of a peace officer.

(1) Physical condition shall be evaluated by a licensed physician and surgeon.

(2) Emotional and mental condition shall be evaluated by either of the following:

(A) A physician and surgeon who holds a valid California license to practice medicine, has successfully completed a postgraduate medical residency education program in psychiatry accredited by the Accreditation Council for Graduate Medical Education, and has at least the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued after completion of the psychiatric residency program.

(B) A psychologist licensed by the California Board of Psychology who has at least the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued postdoctorate.

The physician and surgeon or psychologist shall also have met any applicable education and training procedures set forth by the California Commission on Peace Officer Standards and Training designed for the conduct of preemployment psychological screening of peace officers.

(g) This section shall not be construed to preclude the adoption of additional or higher standards, including age.

(h) This section shall become operative on January 1, 2005.

Regulation 9055

Peace Officer Psychological Evaluation

Rev 07/01/09

§ 9055 (a)

Government Code Mandate/Evaluator Requirements

Every peace officer candidate shall be evaluated to determine if the candidate is free from any emotional or mental condition that might adversely affect the exercise of the powers of a peace officer [Government Code § 1031(f)], and to otherwise ensure that the candidate is capable of withstanding the psychological demands of the position.

- (1) The psychological evaluation shall be conducted by either of the following:
 - (A) A physician and surgeon who holds a valid California license to practice medicine, has successfully completed a postgraduate medical residency education program in psychiatry accredited by the Accreditation Council for Graduate Medical Education, and has at least the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued after completion of the psychiatric residency program.
 - (B) A psychologist licensed by the California Board of Psychology who has at least the equivalent of five full-time years of experience in the diagnosis and treatment of emotional and mental disorders, including the equivalent of three full-time years accrued post-doctorate.
- (2) The evaluator shall be in compliance with any current POST education and training requirements developed for the conduct of pre-employment psychological screening of peace officers. Evaluators shall also be familiar with the research literature available on pre-employment psychological screening of peace officers, and with state and federal fair employment statutes relevant to this area of practice.
- (3) The evaluator shall conduct the examination on behalf of and for the benefit of the employing department.

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§ 9055 (b)

Timing of the Psychological Evaluation

The psychological evaluation shall commence only after a conditional offer of employment has been extended to the peace officer candidate [Americans with Disabilities Act (42 USC § 12101 et seq); California Fair Employment and Housing Act (Gov. Code, § 12940 et seq)]. The psychological evaluation must be completed within one year prior to date of employment. A new psychological evaluation shall be conducted on peace officer candidates reappointed to the same department, unless the prior evaluation occurred within one year of the date of reappointment.

§ 9055 (c)**Psychological Screening Procedures and Evaluation Criteria**

- (1) The psychological screening procedures and evaluation criteria used in the conduct of the psychological evaluation shall be based on the peace officer duties, powers, demands, and working conditions as defined by the department. This information shall be provided to the evaluator, along with any other information (e.g., risk management considerations) that will allow the evaluator to make a psychological suitability determination.
- (2) Every peace officer candidate shall be evaluated, at a minimum, against job-related psychological constructs herein incorporated by reference contained and defined in the POST *Peace Officer Psychological Screening Dimensions (2005)*: Social Competence, Teamwork, Adaptability/Flexibility, Conscientiousness/Dependability, Impulse Control, Integrity/Ethics, Emotional Regulation/Stress Tolerance, Decision Making/Judgment, Assertiveness/Persuasiveness, and Avoiding Substance Abuse and Other Risk-Taking Behavior.

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§ 9055 (d)**Required Sources of Information for the Psychological Evaluation**

The psychological evaluation shall include a review by the evaluator of the following sources of information prior to making a determination about the candidate's psychological suitability.

- (1) **Job Information.** Job information shall consist of the peace officer duties, powers, demands, and working conditions provided by the department per Regulation 9055(c).
- (2) **Written Assessments.** Written assessments shall consist of a minimum of two written psychological instruments. One of these instruments shall be designed and validated to identify patterns of abnormal behavior; the other instrument shall be designed and validated to assess normal behavior. Both instruments shall have documented evidence of their relevance for evaluating peace officer suitability. Together, the instruments shall provide information about each candidate related to: (1) freedom from emotional and/or mental conditions that might adversely affect the exercise of the powers of a peace officer, and (2) psychological suitability per the POST Psychological Screening Dimensions [Regulation 9055(c)(2)].

The psychological assessments shall be interpreted using appropriate, authorized test publisher scoring keys. If mail-order, internet-based, or computerized test interpretations are used, the evaluator shall verify and interpret the individual results.

- (3) **Personal History Information.** Personal history information includes the candidate's relevant work, life and developmental history based on information collected during the background investigation and/or from responses on a personal history questionnaire collected as part of the psychological evaluation.
- (4) **Psychological Interview.** A psychological interview shall be administered to each peace officer candidate subsequent to a review and evaluation of the results of the written assessments [Regulation 9055(d)(2)] and the candidate's personal history information [Regulation 9055(d)(3)]. Sufficient interview time shall be allotted to address all issues

arising from the reviewed information and other issues that may arise during the interview.

- (5) **Psychological Records.** Psychological records and relevant medical records shall be obtained from the candidate's treating health professional, if warranted and obtainable. This information may be provided by the candidate, or, with written authorization from the candidate (Civil Code § 56.11), may be obtained directly from the health professional.

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§ 9055 (e)**Psychological Evaluation Report**

- (1) Data from all sources of information shall be considered; the evaluator's determination shall not be based on one single data source unless clinically justified.
- (2) The evaluator shall submit a psychological evaluation report to the department that shall include the following information:
 - (A) The evaluator's contact information and professional license number,
 - (B) The name of the candidate,
 - (C) The date the evaluation was completed, and
 - (D) A statement, signed by the evaluator, affirming that the candidate was evaluated in accordance with Commission Regulation 9055. The statement shall include a determination of the candidate's psychological suitability for exercising the powers of a peace officer.
- (3) The department shall maintain the psychological evaluation report in the candidate's background investigation file; the report shall be available to POST during compliance inspections.
- (4) Any additional information reported by the evaluator to the department shall be limited to that which is necessary and appropriate, such as the candidate's job-relevant functional limitations, reasonable accommodation requirements, and the nature and seriousness of the potential risks posed by the candidate. All information deemed medical in nature shall be maintained as a confidential record, separate from the background investigation file.
- (5) Information from the psychological evaluation may be provided to others involved in the hiring process, if it is relevant to their respective determinations of candidate suitability.

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§ 9055 (f)**Second Opinions**

A candidate who is found psychologically unsuitable has the right to submit an independent evaluation for consideration before a final determination of disqualification is made [2 CCR § 7294.0(d)(2)]. When a candidate notifies the department that s/he is seeking an independent opinion, the department shall make available the peace officer duties, powers, demands, and working conditions and the requirements specified in Commission Regulation 9055. Other information, such as specific procedures or findings from the initial evaluation, may be shared

with the second-opinion evaluator at the discretion of the department. The means for resolving discrepancies in evaluations is at the discretion of the department, consistent with local personnel policies and/or rules.

Authority cited: Section 1031, Government Code; Sections 13503, 13506, 13510, Penal Code.
Reference: Section 56.11, Civil Code, Section 1031, Government Code; Section 13510, Penal Code.

Lohnes, Laura

From: Gina Gallivan [mailto: [REDACTED]]
Sent: Wednesday, November 09, 2011 4:55 PM
To: Bartlett, Ross
Subject: Re: Draft of item for Wesley Hardaway appeal of disqualification

Dear Lt. Bartlett,

I reviewed the attached material regarding the applicant. It did not change my opinion. I do not recommend Wesley Hardaway for the position of police officer.

Please call me if you have any questions.

Sincerely,
Gina Gallivan, Ph.D., ABPP